

Primarius Web Window (PWW) Guide

As of October 2025, Feeding the Gulf Coast (FTGC) has officially transitioned to **Primarius 2**, an inventory management software designed specifically for food banks and their unique needs. Feeding the Gulf Coast adopted Primarius 2 over other food banking software because of the incredibly thoughtful and robust features that it offers for our Agency Partners. Each Brick-and-Mortar Agency Partner will be given access to their own account, where they can easily place orders, submit reports, review site visit findings, view past invoices, and more through the PWW. The **PWW**, or **Primarius Web Window**, is an Agency's direct access to their account and related records at Feeding the Gulf Coast.

To access Feeding the Gulf Coast's PWW, please go to the [Agency Zone](#) page on the Feeding the Gulf Coast website or use the following url: <https://feedingthegulfcoast.primarius.app/pww/>

Please bookmark this website for future reference and use.

This **Primarius Guide for Agency Partners** is designed to serve as an instructional resource for Agency Partners. This guide will focus on the essential functions of PWW, including ordering food, submitting reports, and maintaining up-to-date contact and programmatic information. This document will be updated to include additional information on how to use the other functions of PWW as Feeding the Gulf Coast begins to incorporate new features for use by Agency Partners.

Table of Contents

Accessing PWW	3
Logging In	4
<i>Changing Profile Settings</i>	5
My Agency	5
<i>Details</i>	5
<i>Addresses</i>	6
<i>Contacts</i>	7
<i>Hours</i>	8
Messages	8
PWW Home Page	8
<i>Navigation Bar</i>	8
Shopping List and Ordering Process	9
<i>Your Shopping Cart</i>	10
<i>Checking Out</i>	11
<i>Reviewing Order Status</i>	12
Statements, Invoices, and Credit Memos	12
<i>Reviewing Accounts Receivable</i>	13
Payment Procedures	13
Statistics Reporting	14
Agency Pickup Reporting	16

Accessing PWW

To access Feeding the Gulf Coast's PWW, please go to the [Agency Zone](#) page on the Feeding the Gulf Coast website or use the following url: <https://feedingthegulfcoast.primarius.app/pww/>

Please bookmark this website for future reference and use.

How to Use the Agency Zone

After going to www.feedingthegulfcoast.org, click **Agency Zone** in the top navigation. Using the dropdown option, select **Primarius Web Window** and click on the orange button.

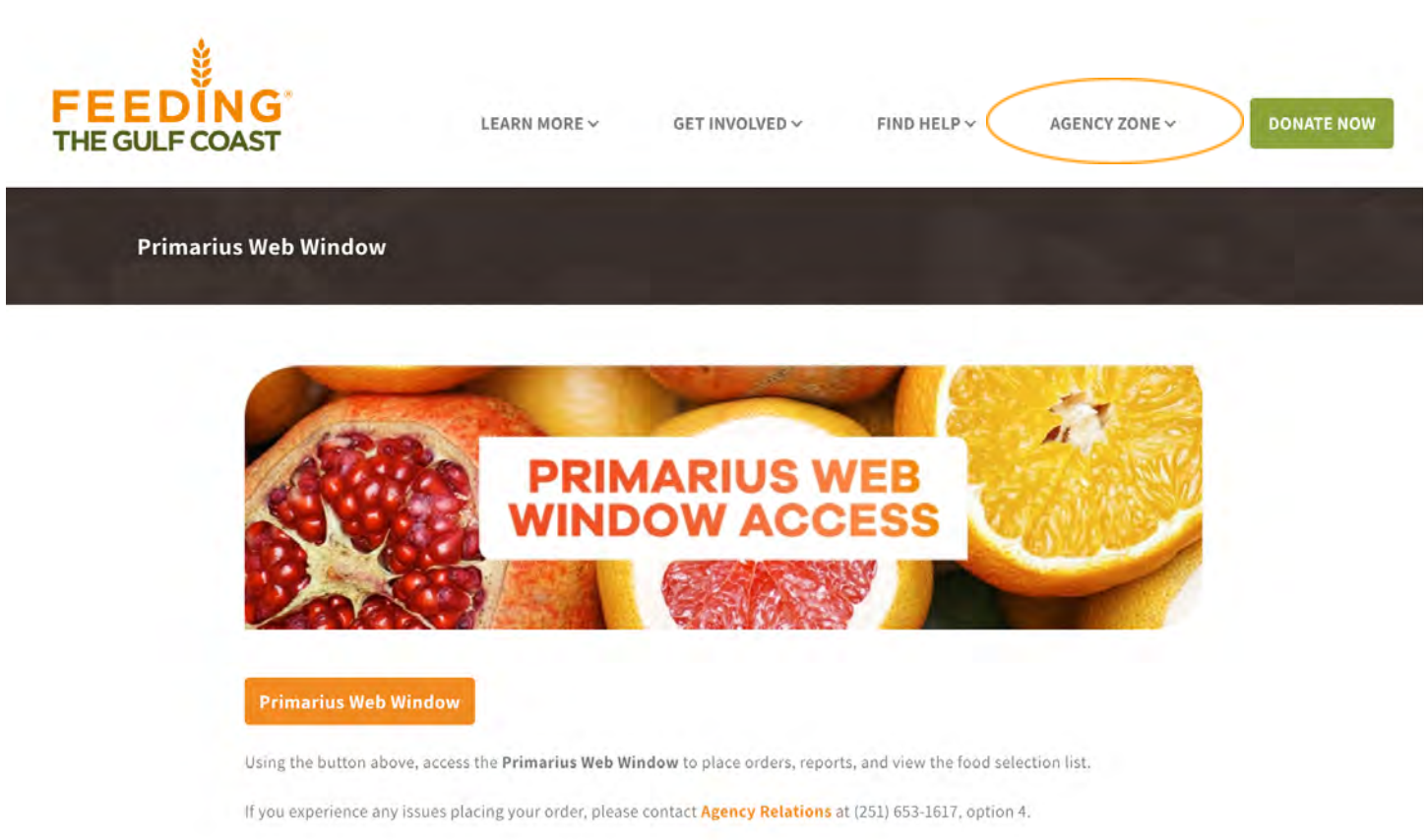


Figure 1. Demonstrates how one may access an agency's PWW account through the Feeding the Gulf Coast's website.

Logging In

Every Agency Partner has a unique account with Feeding the Gulf Coast, which can be accessed through PWW. A new Agency Partner will receive the login information for their PWW account as part of the onboarding process. Nonprofits with a previously established account with Feeding the Gulf Coast will be given their login information shortly before their assigned training session.

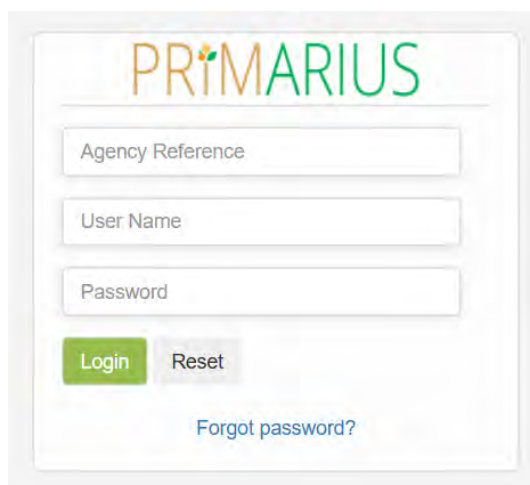
A screenshot of a web login form titled 'PRIMARIUS' in a stylized orange and green font. The form contains three input fields: 'Agency Reference', 'User Name', and 'Password'. Below the fields are two buttons: a green 'Login' button and a grey 'Reset' button. At the bottom of the form is a blue link that says 'Forgot password?'.

Figure 2. After successfully reaching the PWW page, you will see this box requesting the Agency Reference, Username, and Password for an agency account.

To access a PWW account, you will receive three pieces of information.

Agency Reference: This is the 4 to 6-letter reference code unique to each Agency

Username: This is usually the same as the Agency Reference, but may be unique to each user if deemed necessary for an Agency

Password: The private access word to keep your account secure

Each Agency Partner will be assigned a single Username for their account, which can be shared among the representatives of each organization. The Feeding the Gulf Coast recommends sharing PWW access with all Authorized Shoppers and any individuals responsible for submitting reports to the Feeding the Gulf Coast. If there is a specific need to have multiple Usernames for the same account, the Feeding the Gulf Coast can meet this need on a case-by-case basis, as determined by the Agency Relations Team.

While there will be a single account with a single Agency Reference code assigned to each nonprofit in most cases, a nonprofit may have multiple accounts if the nonprofit runs several programs with independent financial and/or programmatic responsibilities that are each accessing Feeding the Gulf Coast's food resources and partner benefits.

Changing Profile Settings

If an Agency needs to change their Username, Password, or the email address associated with the Agency's PWW account, this may be done in one of two ways:

1. After clicking the user icon on the right-hand side of the navigation bar, select *Edit My Profile* to be taken to a page to change the access information associated with an Agency's PWW account.
2. If the access to the Agency's PWW account is lost or compromised, The Program Coordinator from the Agency Partner may contact the Agency Relations Team.

My Agency

In the upper right-hand corner of the navigation bar is a user icon that leads to the **My Agency** page, which captures many of the day-to-day communications and operations of an Agency Partner. All organizations should strive to ensure that all the information captured here is up to date.

Details

The **Details** tab captures the basic information of an Agency Partner, including the primary contact, main site address, agency size designations, and site visit information. The information shown on this page can only be changed by the Feeding the Gulf Coast staff. If the information here is incorrect, please get in touch with your Agency Relations Team.

- The **Main Contact** and **Main Address** are the primary contact and address associated with the PWW Account.

- The **Agency Size** and **Agency Site Size** are based on the number of people and households served by your organization on a monthly basis. These two values should be the same, while the **Agency Pantry Size** value should be blank. Agency Size designations affect the quantity of certain free or shared maintenance fee products your account has access to on the *Shopping List* and are based on the following parameters:
 - **Small:** Serves less than 100 people per month.
 - **Medium:** Serves 100-700 people per month.
 - **Large:** Serves more than 700 people per month.

Agency Size is based on the highest number of households and/or people who are served during a single month over the course of the previous year. This designation is automatically evaluated on an annual basis, though an agency may request a re-evaluation at any time.

Addresses

Each Agency Partner should regularly review and update the different addresses associated with their PWW account. In addition to the basics, such as street address, city, and state, we also utilize Address Types to help determine the intended use of each address associated with your organization. Many of these roles help improve the Feeding the Gulf Coast's communication with you, while others are essential to the functionality of your account.

The following Address Types are required:

- **Physical:** Any location where food is stored and/or distributed from by an Agency Partner.
- **Mailing Address:** The address where paper-based communications should be sent.

The following Address Type is also recommended:

- **Bill To:** The address where any hardcopy invoices and monthly statements should be sent.
(To be used as a back-up to the *Order Email* Contact Type listed below.)

The following Address Types are used for other areas of the Feeding the Gulf Coast's operations, and should **not** be used by an Agency Partner when setting up their account:

- **Ship To, Contact, Order Email**

Contacts

Each Agency Partner should regularly review and update the different contacts associated with their PWW account.

Note: Adding someone as a Contact on your account does not automatically grant them access to your Agency's PWW account unless you share the account credentials with them.

Below is an example of a completed Contact for an account before saving. Please complete the contact type, first name, last name, title, email address, and telephone fields for each contact.

In addition to the basic contact information like name, phone number, and email, we also use **Contact Types** to help determine the role of each contact associated with your organization. Many of these roles help improve the Feeding the Gulf Coast's communication with you, while others are essential to the functionality of your account.

The following Contact Types are required:

- **Main:** The primary contact on the account for day-to-day communications and relations; single designation per account
- **Administrative:** Responsible for submitting reports and statistics for an Agency Partner; single designation per account
 - Receives reminder emails about statistics submission windows
- **Agency Email List:** Any contact that should receive regular emails about program updates, new opportunities, and surveys; can be multiple contacts per account
- **Authorized Shopper:** An individual permitted to place and pick up an order on behalf of an Agency Partner; can be multiple contacts per account
 - Receives reminder emails about ordering windows and upcoming closures.
- **Order Email:** Will receive any documents sent through PWW, including invoices, monthly statements, etc.; can be multiple contacts per account

The following Contact Types are recommended:

- **Executive:** The CEO, President, or Executive Director of an Agency Partner; single designation per account
- **Program Coordinator:** The primary contact for all order and delivery questions; single designation per account

The following Contact Types are used for other areas of the Feeding the Gulf Coast's operations, and should **not** be used by an Agency Partner when setting up a new contact:

- **AC, Bill To, Contact, NCB, Receiving, Ship To, Site Leader, Food Safety Certificate**

If a contact is no longer associated with your Agency's PWW Account, please click *Deactivate* on the **Edit Contact** page.

Hours

The public service hours of your organization's food program should be reflected in the Hours section. An Agency should do its best to ensure that this section is up to date, as Feeding the Gulf Coast will use the information here to populate the Local Pantry & Meal Sites spreadsheet, which is widely distributed to the public.

Messages

While there is a Messages function through PWW, the Feeding the Gulf Coast will still use email, text messages, phone calls, and traditional mail service as the official methods of communicating with its Agency Partners.

Note: Most communication is conducted via email. Agencies can stay up to date and in touch with the food bank by checking their email regularly. If your email address changes, please get in touch with your Agency Relations team.

PWW Home Page

The PWW Home Page will be the first thing you see after logging into PWW. This landing page provides Agency Partners with immediate and easy access to important Feeding the Gulf Coast information, including best contacts for common questions, key dates, reporting reminders, and instructions on accessing various resources.

Navigation Bar

You will also notice the green navigation bar along the top of the page. This navigation bar enables an Agency to quickly access different functional areas of PWW.

- **Reports:** Access community impact reports, poundage reports, and more coming soon
- **My Documents:** Access invoices, monthly statements, site visit results, etc.
- **Other Agency Info:** Surveys & questionnaires
- **Grants:** *Feature not used by Feeding the Gulf Coast*
- **Order History:** Review active and complete orders
- **Statistics:** Submit monthly Statistics reports

- **Agency Pickup:** Submit weekly Agency-Direct Rescue reports
- **Allocations:** Program-specific food allotments
- **Shop:** Access to the current catalog of available foods available to all Agency Partners

Shopping List and Ordering Process



(15684) CHICKEN DRUMSTICKS 8/5 LB (PU...

Class	
Category	Purchased
Storage	FROZEN
Packaging	8/5 LB
Nutrition	Not Yet Ranked
Grant	Yes
State Grant	No
Allergens	
Cultural	

[View Extended Details](#)

Price: \$28.48 / Case

Qty

Limit - 247

Add to Cart

To start a new order, select **Shop** from the navigation bar. You will then see the complete list of products available for ordering by your organization. On the list, you will see several different food products available through Feeding the Gulf Coast. The *category*, *storage requirements*, *packaging*, *unit information*, and *nutrition information* are available for viewing for each product.

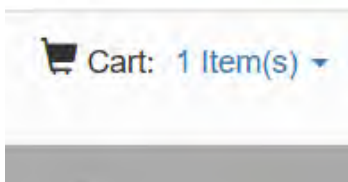
An Agency can view only certain types of products by using the **Filters** feature in the upper right corner of the catalog based on the *Price*, *Category*, *Storage*, or *Nutrition* designations assigned to each product. The **Category** designations include *Co-op*, *Donation*, *Government Purchase Unrestricted*, *Produce*, and *Purchased*. Some organizations may also see other program-specific categories, such as *TEFAP* and *No Cook Bags* based on their prior enrollment in those programs. The **Storage** designations include *Dry*, *Frozen*, and *Refrigerated* based on the temperature requirements of the product. The **Nutrition** designations include *Choose Often*, *Choose Sometimes*, and *Choose Rarely*, where the more healthful product is considered *Choose Often*. The least healthful is considered *Choose Rarely* as determined by the Feeding the Gulf Coast's Nutrition Policy.

The full catalog of products may be toggled by using the three display icons in the upper right-hand corner of the catalog next to the **Filter** selection box, based on one's own preferences:

- **List Display:** Shows the name, category, storage requirements, packaging description, nutrition category, and price for each product, along with a picture if available.
- **Condensed Display:** Shows only the name, price, and limit for each product.
- **Tile Display:** Similar information to the List Display, but in a tile format.

Your Shopping Cart

To begin the ordering process, add an item to your cart. To add an item to your cart, input the quantity you wish to have in the *Qty* field and then click **Add to Cart**. After starting the order process, you will have one hour to submit the order before your selections expire, and you will need to restart the ordering process. This is to ensure that the product selections you make are up to date and do not unduly prevent other agencies from accessing those products if your order remains unsubmitted.



To view the items in your cart, click the blue **X Item(s)** link next to the cart icon at the very top of the PWW page. Once you are ready to finalize your order, click the **item count** link next to the Shopping Cart symbol in the upper right-hand corner to review your shopping cart.

To adjust the quantity of any item in your shopping cart, you can either type in the desired quantity or use the up and down arrows within the *Qty* field. Then, click **Update Cart** to confirm the adjustment. To remove an item from your cart, click the red **X** located on the right side. Once you have reviewed all the items and quantities in your cart, or the green *Proceed to Checkout* button at the bottom of the shopping cart list. Both options are indicated by the orange arrows below.

SHOPPING CART

** The current order must be submitted by 05/04/2021 10:51 PM or it will be cancelled in order to release the product for other agencies to use **

	Name	Weight	Price	Service Fee	Grants Ap...	Qty	Price Ext	
	(700024) ALMOND BUTTER	18.00	\$0.00	\$0.00	\$0.00	2 Update Cart	\$0.00	
Totals		Weight 18.00	Quantity 2	Price \$0.00				

Cancel OrderContinue ShoppingProceed to Checkout

Checking Out

The final stage of the ordering process is checkout. To complete your order, please verify that the information in the *Pickup Delivery Date* and *Agency Contact* fields is accurate.

Shipping Method

PICKUP

Is Delivery

☐

Agency Contact

Dicken, Vincent

Delivery Pickup Notes

Pickup Warehouse

PANHANDLE

Pickup/Delivery Date

08/25/2025 11:05 AM

Agency Address

Wonders of the Word Christian Minist...

Order Totals

Weight

1248.00

Quantity

52

Price

\$782.68

Submit Order

Reset

The **Pickup Delivery Date** should be your pre-assigned pickup and/or delivery day. Please note, if your regular pickup delivery date is not selectable, then you may be ordering outside of your agency's ordering window. Follow up with your Agency Relations Team to confirm that your order was received and can be processed in time for your scheduled pickup or delivery. If you do not have a pre-assigned pickup and/or delivery day, please contact the Agency Relations Team.

The Authorized Shopper completing the order should be named in the **Agency Contact** field so that our warehouse team knows who to contact if there are any questions about your order. The Agency Contact box will be a drop-down of all Contacts listed on the PWW Account, which should already include all the Authorized Shoppers for an organization.

If you have any additional notes, comments, or questions you would like to share with the Warehouse team, please enter them in the **Delivery Pickup Notes** field. This would also be the appropriate place to note who we should expect to pick up the order if the Authorized Shopper differs from the one who placed the order.

Once your order and pickup/delivery details are complete, click the green **Submit Order** button. After your order is submitted, you will be taken to the **Order History** page.

Reviewing Order Status

All active orders made by or on behalf of an Agency Partner may be viewed on the **Order History** page, as shown below. This is also where you can check the status of your recently placed orders, including when an order was released, picked up, and confirmed, as well as the scheduled delivery/pickup date and time for a specific order.

The following is a list of the different Status labels for an order:

- | | |
|---------------------|--|
| 1. DataEntry | Products for an order are actively being selected |
| 2. Entered | The order has been submitted to FTGC |
| 3. Reviewed | The order has been reviewed and accepted by FTGC |
| 4. Released | The order has been released to be compiled and built |
| 5. Picked | The order has been compiled and built |
| 6. Confirmed | The order has been picked up by and/or delivered to the Agency Partner |

Statements, Invoices, and Credit Memos

Through their PWW Account, an Agency Partner may view their invoices and monthly statements at any time.

To view an account's invoices, click the **Order History** tab in the green navigation bar. On this page, you can view the invoices for all completed orders by selecting the *Complete* toggle on the upper left-hand side of the page and then selecting *View* next to an order.

To view all monthly statements, invoices, and credit memos for an account, click the **My Documents** tab in the green navigation bar. The **My Documents** page provides access to a complete list of all the financial and compliance documents associated with an account, all of which are available for immediate download.

In addition, all invoices and monthly statements will be emailed to any contact on an Agency's PWW Account with the Contact Type of **Order Email**.

Reviewing Accounts Receivable



**FEEDING
THE GULF COAST**

PO BOX 1025
 Newburg Sea Wolf Island
 1210 Middle South Road
 Thomasville, GA 30585
 Phone: Fax:
 Email:

Agency Ref: [REDACTED] [REDACTED] [REDACTED]

Ref No: [REDACTED] [REDACTED] [REDACTED]

Ship No: [REDACTED] [REDACTED] [REDACTED]

Ship Name: [REDACTED]

Product: [REDACTED]

Weight to Order: Network: 025767

Product Reference	Description	Storage	Quantity	Unit Weight	Total Weight	Shared Restrictions	Cost	Class
				Unit	Total	Unit	Unit	Unit
ALP								
0002	ALP NADIR	NAD	1,000	1.00	1,000.00	\$0.72	\$720.00	\$0.00
0010	ALP NADIR	PRO250	1,000	1.00	1,000.00	\$0.83	\$820.00	\$0.00
0003	ALP PROTEIN ADST	NAD	200	1.00	200.00	\$0.79	\$158.00	\$0.00
0004	ALP PROTEIN	NAD	1,00	1.00	1,00.00	\$0.82	\$82.00	\$0.00
0005	ALP DAY 0000 FOOD	DAY	60	1.00	60.00	\$0.80	\$48.00	\$0.00
			3700		3,700.00		650.00	
Invoice Totals:			3700		3,700.00		650.00	\$0.00

TOTAL CHARGE: \$65.00

Amount Due: \$65.00

Agency Representative: _____ Date: _____

Signature: _____

Mobile Message: _____

Mailing August 25, 2015
 11:23 AM

To review any outstanding invoices, go to the **Order History** page and click the *Open AR* tab. According to our records, the invoices displayed here have not yet been paid and are, therefore, outstanding.

To view the credits applied to your account, go to the **My Documents** page and review any documents there with the file name of CreditMemo-CR123456.pdf.

Payment Procedures

Account payment is due upon pickup or delivery of the food product. Monthly agency statements are automatically generated and distributed via email at the end of each month and can also be viewed at any time on the **My Documents** page. Agency Partners are encouraged to make regular payments following the receipt of the monthly statement. Feeding the Gulf Coast only accepts checks with the agency as the account holder for payment.

For all checks, please include the Agency Reference Number, invoice numbers, and/or monthly statement date in the memo line. Payments made without specifying an Agency Reference Code may be inadvertently processed as a general donation instead of an agency payment.

Payments can be given to Feeding the Gulf Coast staff during pickup, given to the driver at delivery or mailed to:

Feeding the Gulf Coast
5248 Mobile South St
Theodore, AL 36582

If an Agency fails to make payment on their account balance within 30 days of receiving their monthly statement, the Agency Partner will be notified that their account has an overdue balance. After 60 days, the Agency Partner will only be able to access free products until their existing balance is paid in full. After 90 days, the Agency Partner's account will be suspended.

Statistics Reporting

The **Statistics** tab is where agency partners will submit their monthly reports. Statistics must be submitted monthly to maintain consistent access to Feeding the Gulf Coast products. The statistics submission window for each month opens 7 days before the end of that month and must be submitted by the fifth of the month.

To submit statistics, select the **Statistics** tab from the navigation bar. As shown below, you can view previous submissions and make new ones. Click the green *Add New Agency Statistics* button in the right-hand corner to create a new submission.



AGENCY STATISTICS

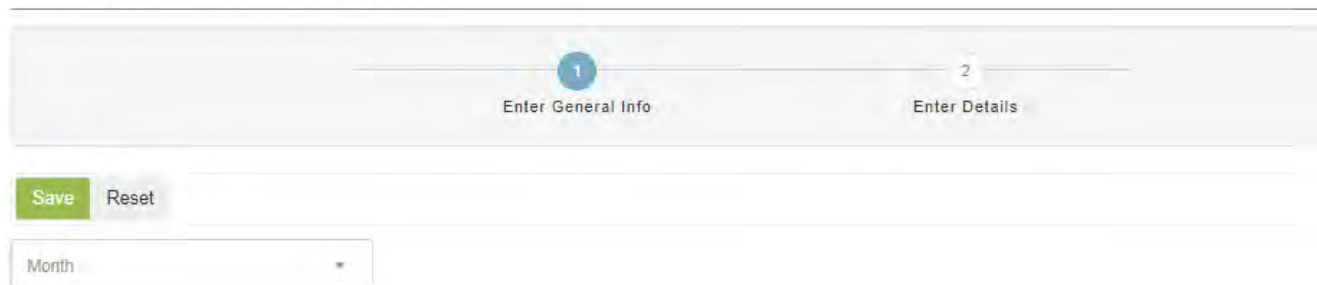
** Statistics can be edited throughout the day of the original submission date **

Active Inactive Export Data Add New Agency Statistics

	Period Type	Collection Period	Effective Date	Comment	Submitted On
View	Monthly	March 2021	03/31/2021	Submitted by Agency via Primarius Web Window at 04/05/2021 10:26 AM	04/05/2021
View	Monthly	April 2021	04/30/2021	Submitted by Agency via Primarius Web Window at 04/22/2021 12:22 PM	04/22/2021

On the **Agency Statistics** page, you can view previous submissions and make new ones. Click the green *Add New Agency Statistics* button in the right-hand corner to create a new submission. As shown below, a drop-down menu will appear, allowing you to select the month for which you are reporting. After a month is selected, click the green *Save* button to proceed to the next step.

ADD STATISTICS (PANTRY)



1 Enter General Info 2 Enter Details

Save Reset

Month

You will then see the list of questions to fill out for your agency regarding the service you provided the community during the month.

Different types of agencies will see slightly different questions based on the nature of food service they provide. If an agency offers multiple types of food service types, they may see a combination of the statistics questions.

Here is a list of the types of statistics each agency is expected to report based on the type of food service program they provide:

Food Pantry:

- Total households served
- Total individuals served
- Total children (under 18)
- Total Seniors (60 and older)
- Total Veterans
- Total individuals served more than once that month

Soup Kitchen/Residential Facility

- Total Numbers of Meals Served
- Total households served
- Total individuals served (19 – 59)
- Total children (under 18)
- Total Seniors (60 and older)
- Total Veterans
- Total individuals served more than once that month

You can make edits to the numbers throughout the day in which the submission was created. The next day, editing will be locked, and any corrections will need to be made by the Agency Relations team.

Note: The number of households, individuals, children, seniors, Veterans, and individuals served more than once should be *unduplicated* over the course of the month. *For example*, if you serve a **single family of 5** three times during May, then that family would only be counted as **1 family/household served, consisting of 5 individuals**, and **not** as 3 families and 15 individuals.

Agency Store Level Pickup Reporting

Agency Store Level Pickup is the term used by Primarius to describe food rescue activities performed by agency partners. At the end of each month, you can enter the weights of all rescue items collected through your PWW account.

After logging into PWW using your Agency Login Credentials, select the **Agency Pickup** tab from the navigation bar at the top of the page.

ShopAllocationsAgency PickupStatisticsOrder HistoryGrantsOther Agency InfoMy DocumentsClient ServicesReports

Agency Pickups / Select the Donor For Pickup

SELECT THE DONOR FOR PICKUP

COST Costco Create Pickup	RSLO Ralphs, San Luis Obispo Create Pickup	SMSLO Smart and Final, San Luis Obispo Create Pickup	TJSLO Trader Joe's, San Luis Obispo Create Pickup	VSLO Vons, San Luis Obispo Create Pickup	WHFM Whole Foods Market Create Pickup
--	---	---	--	---	--

This will display an Agency Pickup page that includes options for all the donors that you currently collect from.

You will select **create a pickup** for any of these donors and enter the weights of all pickups for each donor. The Agency intake form, which shows your monthly totals for each category, will be entered into the corresponding food categories. For the date of pickup, since we're totaling all the monthly weights, you can use the last date of the month for which you're entering weights.

Agency Pickups / Add Agency Pickup

ADD AGENCY PICKUP

Pickup From:

(1670) - Walmart #1605

Pickup Date/Time

After you submit, click save and you will be automatically sent back to your donor options for agency pickups. Repeat the process for all donors you picked up from.

Note: If you did not pick up any donations during a given month, you must still submit a report with a **“0” total** and a comment noting that **no collection was done** and **the reason** no collection was made.

Once you have submitted your numbers, editing will be locked, and you will need to contact your assigned Retail Store Donation Coordinator to make any additional changes.

Agency Pickups / Add Agency Pickup

ADD AGENCY PICKUP

Pickup From: (1670) - Walmart #1605

Pickup Date/Time:

Comment:

(01006) ASLP - NON FOOD	Weight:	Temperat:	(04003) ASLP - BAKERY	Weight:	Temperat:
(07006) ASLP - DAIRY	Weight:	Temperat:	(15019) ASLP - MEATS	Weight:	Temperat:
(15020) ASLP - DELI ASST.	Weight:	Temperat:	(16003) ASLP - FROZEN ASST.	Weight:	Temperat:
(28006) ASLP - PRODUCE	Weight:	Temperat:	(30003) ASLP - DRY GOOD FOOD	Weight:	Temperat:

Save Reset